

# Information Technology (IT) Initiative

## Business Case Responses for BYs 2003 & 2004

Please type your responses in the white answer blocks provided and return the electronic copy of this document to Treva Lutes by April 26<sup>th</sup>. Please do not modify the shaded rows of the table. These rows contain special codes that we will use to populate a database automatically.

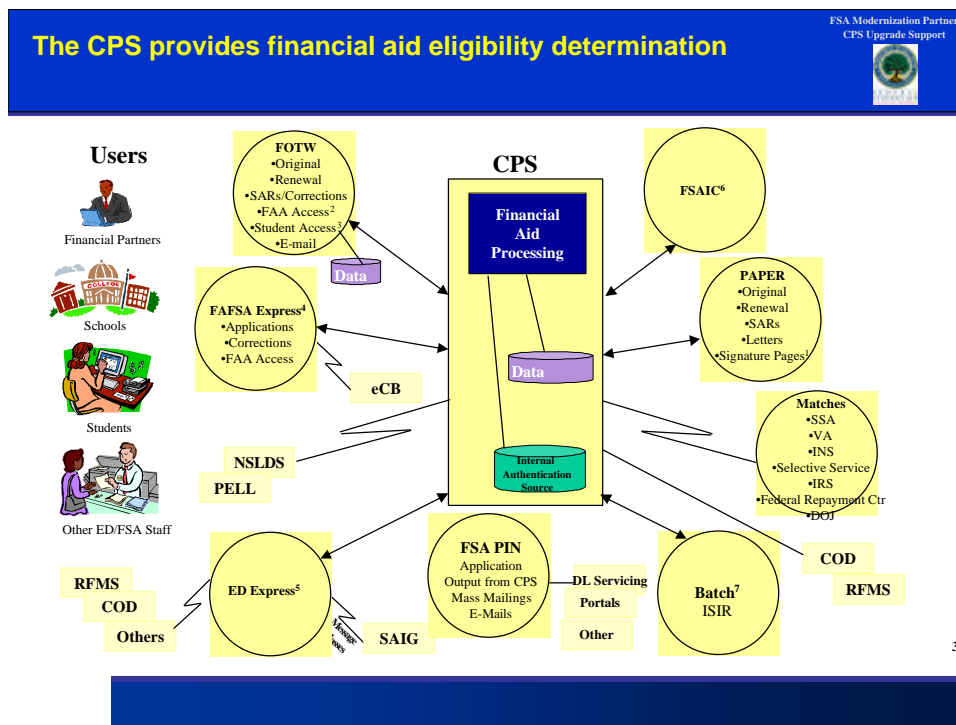
### 1.0 General Background

#### 1.1 Initiative Name

Integrated Application, Origination and Disbursement (IAOD) – Aid Application Integration

#### 1.2 Initiative Description

The Central Processing System (CPS) is the primary aid application processing system. The system accepts applications, performs eligibility checks, determines eligibility, calculates aid and communicates eligibility.



The primary focus of the IAOD will be to integrate the aid application process (CPS) functionality with origination and disbursement modernization efforts, with an emphasis on improving customer satisfaction and reducing operational costs. Initiative activities include:

- Streamlining business processes
- Identifying, upgrading and implementing automated processes to replace current manual/automated processes such as:

- FAFSA: paper, web and PC based methods
- CPS: the mainframe based processing system
- Multiple Data Entry Systems (MDE) (where paper application data is entered and submitted to CPS)
- Interfacing with Common Origination and Disbursement (COD) & Financial Management System (FMS) for disbursement related activities and eServicing for communicating current application status
- Common record extension using Extensible Markup Language (XML). This common format will utilize one standard, to be defined by FSA, for transmitting application (Institutional Student Information Records (ISIR)), disbursement and servicing data to multiple systems and/or data stores. A common record format does currently exist, however, it does not include the ISIR block. IAOD will drive the efforts to implement the ISIR block in the XML format.

IAOD will supply information to other systems from an eligibility and determination perspective.

The IAOD solution, while it encompasses the reengineering of CPS, FAFSA, EDExpress and essentially FSA's aid application processes, represents a long-term solution to integrate the aid application processes with FSA's origination and disbursement processes. The IAOD solution is not meant to supercede existing operations and maintenance of the existing CPS system, which is mandated to make annual regulatory changes to its systems that often necessitate new development.

The project will determine if a Shared in Savings approach can be used to implement the changes necessary to achieve the targeted improvements.

### 1.3 Initiative Type

Business Process Support System  
 Financial Management System \_\_\_\_\_  
 Non-Financial Management System   X  

Program Delivery System  
 Financial Management System \_\_\_\_\_  
 Non-Financial Management System \_\_\_\_\_

IT Infrastructure \_\_\_\_\_  
 IT Services \_\_\_\_\_  
 General Office Automation \_\_\_\_\_

### 1.4 Contact Information

	Name	Principal Office	Phone Number
Project Manager	Jeanne Saunders	FSA	202-377-3246
Program Manager	Jeanne Saunders	FSA	202-377-3246
Project Sponsor	Jennifer Douglas	FSA	202-377-3200
Contracting Officer	Janet Scott	FSA	202-377-3377
Contracting Officer's Representative	Carol Seifert	FSA	202-377-3506

## 2.0 Business Process

### 2.1 Business Process Support

☐ Grants  
☐ Evaluation  
☐ Research  
☐ Information  
☐ Dissemination  
☐ Enforcement  
☐ Resource  
☐ Management &  
Administration  
☒ Loans  
☐ Other: \_\_\_\_\_

IAOD supports the eligibility and determination process for financial student aid per Congressional, regulatory and business partner requirements. This business process collects required data to determine eligibility, which is shared with schools, students and financial partners. This business process triggers other FSA support processes (e.g. loan origination, loan servicing, loan disbursement, etc.).

### 2.2 Business Problem or Opportunity and Causing Conditions

FSA currently processes 12 million financial aid applications annually. There is a continuing increase in the demand for student aid and an increased workload to service the FSA portfolio. Opportunities exist to simplify the current application process and fully integrate current business processes and technical solutions already implemented as part of FSA modernization efforts. These opportunities will lead to improved customer service satisfaction, efficient aid processing and cost savings.

Another driver in this initiative is the Government Paper Elimination Act (GPEA). It requires agencies to allow for electronic transactions. Refer to Section 5.4 for a description of the electronic transactions.

### 2.3 Existing Systems

The following manual and automated systems currently exist to address the financial aid application process:

- Student applies for federal student aid via four venues, all of which can be used for submitting new applications, renewing applications and making application corrections. Venues for collecting the Free Application for Federal Student Aid (FAFSA) information include a mix of manual and automated processes using FAFSA on the Web, FAFSA paper, FAFSA Express, EDExpress, and direct applications from Third Party Servicers.
- Central Processing System (CPS): Location where application information is submitted, eligibility checks are performed, Expected Family Contribution (EFC) is determined and calculated and eligibility is communicated to schools and students.
- Common Origination and Disbursement System (COD): CPS provides COD with applicant data for loans and grants. COD verifies school and student eligibility information, aggregates all substantiated aid disbursements for the school and forwards this information for the actual accounting of funds.
- Multiple Data Entry Systems (MDE): Location where paper application data is entered and then submitted to CPS.

### 2.4 Solution Impact

(If this is an implemented initiative with no enhancements, then address item (3) only)

1. Automation of current manual processes will impact the integration of aid application processing functions with the loan origination and disbursement functions.
2. IAOD will impact other IT initiatives, specifically COD and Consistent Answers, by streamlining business

functionality across the loan lifecycle to remove redundancies.

Integration with other service providers and impacts to existing systems will be identified during project definition.

3. Students and borrowers will benefit from a simpler process and improved accessibility to federal student aid. Service to schools will improve as a result of solutions highly integrated with COD.
4. A key component of the solution delivery will involve focus groups with students and borrowers to capture initiative requirements and customer needs.
5. Training and change management projects will be identified during the initiative analysis; the initiative will encompass the implementation of any projects.

## **2.5 Business Process Reengineering**

(Applies only to New Business Process Support and Program Delivery Systems)

Key business processes are being upgraded and integrated to align with modernized systems.

As part of the initiative, integration efforts will identify opportunities to simplify the financial aid application process and reduce duplication. Manual processes will be analyzed for automation. Integration and upgrade efforts will be considered complete at the end of the software development design phase. Target dates will be determined as the initiative progresses.

## **2.6 Mandatory Requirement**

The Government Paper Elimination Act requires government agencies to have electronic versions of most documents. In support of this requirement, electronic transactions will include entry and submission of financial aid application to the Department and communication of aid eligibility to schools and students.

FSA has a mandatory requirement to act as the single source of application to federal student aid for all institutions participating in Title IV programs.

This initiative also directly aligns with Goal 6 of the Department of Education's Strategic Plan for 2002-2007, Establishing Management Excellence.

## **2.7 Consequence of Not Funding the Initiative**

If this initiative is not funded, FSA will continue to maintain redundant operations and functionality in multiple systems. Secondly, the opportunity to improve service to our customers by providing them with real-time edits and validations via the FAFSA on the Web application may be missed if these changes are not integrated with CPS. Thirdly, duplicate costs will be maintained within FSA's application processes programs and systems.

The following consequences may result if the initiative is not funded:

- Unit cost reductions will not be realized
- Customer satisfaction index will not improve
- May not achieve full integration with COD
- Application process will not integrate with modernized efforts such as Consistent Answers, NSLDS Reengineering, FMS

## 3.0 Strategic Alignment

### 3.1 OMB E-Government Initiative Alignment

- ☐ Consolidated Health Information
- ☐ Disaster Assistance and Crisis Response
- ☐ E-Authentication
- ☐ E-Grants
- ☐ E-Payroll/HR
- ☐ E-Training
- ☐ E-Travel
- ☐ E-Vital
- ☐ Electronic Records Management
- ☐ Eligibility Assistance Online
- ☐ Expanding Electronic Tax Products for Businesses
- ☐ EZ Tax Filing
- ☐ Federal Asset Sales
- ☐ Federal Enterprise Architecture
- ☐ Geospatial Information One Stop
- ☐ Integrated Acquisition Environment
- ☐ Integrated Human Resources/e-Clearance
- ☐ International Trade Process Streamlining
- ☐ One Stop Business Compliance Information
- ☐ Online Access for Loans
- ☐ Online Rulemaking Management
- ☐ Recreation One Stop
- ☐ Recruitment One Stop
- ☐ USA Services
- ☐ Wireless Public Safety Interoperable Communications – Project SAFECOM
- ☒ None of the Above

### 3.2 Mission Alignment

**- Goal 1: Create a Culture of Achievement**

- ☐ Objective 1.1 Link federal education funding to accountability for results.
- ☐ Objective 1.2 Increase flexibility and local control.
- ☐ Objective 1.3 Increase information and options for parents.
- ☐ Objective 1.4 Encourage the use of scientifically based methods within federal education programs.

**- Goal 2: Improve Student Achievement**

- ☐ Objective 2.1 Improve reading achievement for all students.
- ☐ Objective 2.2 Improve math and science achievement for all students.
- ☐ Objective 2.3 Improve the performance of all high schools.
- ☐ Objective 2.4 Improve teacher quality.

**- Goal 3: Develop Safe Schools and Strong Character**

- ☐ Objective 3.1 Ensure that our nation's schools are safe and drug-free and that students are free of alcohol, tobacco, and other drugs.
- ☐ Objective 3.2 Promote strong character and citizenship among our nation's youth.

**- Goal 4: Transform Education into an Evidence-Based Field**

- ☐ Objective 4.1 Raise the quality of research funded or conducted by the Department of Education.
- ☐ Objective 4.2 Increase the relevance of our research in order to meet the needs of our customers.

**- Goal 5: Enhance the Quality of and Access to Postsecondary & Adult Education**

- ☐ Objective 5.1 Close the college participation and graduation gaps between low-income and minority students and their peers.
- ☐ Objective 5.2 Strengthen accountability among postsecondary institutions.
- ☐ Objective 5.3 Establish effective funding mechanisms for postsecondary education.
- ☐ Objective 5.4 Strengthen Historically Black Colleges and Universities, Hispanic Serving Institutions, and Tribal College and Universities.
- ☐ Objective 5.5 Enhance the literacy skills of American adults.

**- Goal 6: Establish Management Excellence**

- ☐ Objective 6.1 Develop and maintain financial integrity within the Department and its programs and management and internal controls.
- ☐ Objective 6.2 Improve the strategic development of the Department's human capital.
- ☒ Objective 6.3 Manage information technology resources, using e-gov, to improve service to our customers and partners.
- ☒ Objective 6.4 Continue to modernize the Student Financial Assistance system and reduce the high-risk status of Title IV programs.
- ☐ Objective 6.5 Achieve budget and performance integration in order to link funding decisions to results.
- ☒ Objective 6.6 By demonstrating management excellence, receive the prestigious President's Quality Award.

☐ **None of the Above**

**3.3 Strategic Plan Strategies Supported**

### Strategic Objective 6.3

**Manage information technology resources, using e-gov, to improve service to our customers and partners.**

- **Provide customers the opportunity to conduct business with the Department online:** Implement productivity improvements through implementation of e-gov applications, customer relationship management, supply chain management or knowledge management best practices.
- **Ensure security of IT infrastructure:** Periodically update and validate the General Support Systems (GSS) and Major Applications (MA) Inventory. For each GSS and MA, assure a current risk assessment and security plan and that certification and accreditation are in place.
- **Reduce partners' data reporting burden:** Minimize burden on our partners by reducing the number of information collection addressing similar issues. With our stakeholders and customers, collaboratively build and publish data standards, including consensus data elements and definitions. The enterprise architecture will be structured to meet business needs.
- **Complete enterprise architecture:** Create a business focused enterprise architecture that describes long term information system requirements and prioritizes IT business needs based on Strategic Plan Goals and Objectives.

### Strategic Objective 6.4

**Continue to modernize the Student Financial Assistance system and reduce the high-risk status of Title IV programs.**

- **Create an efficient delivery system:** Use new technologies and system integration for improving systems, minimizing noncompliance and default rates, and reducing the improper payment of student aid funds.
- **Improve program monitoring:** Strengthen financial management and internal controls so that relevant, timely information is available to manage day-to-day operations. Assure balance between school technical assistance and program monitoring.

### Strategic Objective 6.6

**By demonstrating management excellence, receive the prestigious President's Quality Award.**

- **Leadership** addresses how the senior leaders guide the organization in setting directions and seeking future opportunities, deploying clear values and high performance expectations that address the needs of all stakeholders.
- **Strategic Planning** address the strategic and action planning, and deployment of plans, stressing customer-driven quality and operational performance excellence.
- **Customer Focus** addresses how the Department seeks to understand the voices of customers and of the marketplace. Customer satisfaction results provide vital information for understanding customers and the marketplace.
- **Information and Analysis** examines the Department's performance measurement system and how it analyzes performance data and information necessary to effectively measure performance, manage the organization and improve performance and competitiveness.
- **Human Resource Focus** addresses key human resource practices-those directed toward creating a high performance workplace and toward developing employees to enable them and the organization to adapt to change in alignment with the organization's strategic directions.
- **Process Management** examines the key aspects of this organization's process.

### 3.4 Quality Indicators

The following metrics will be used to quantitatively and qualitatively determine the success of the initiative:

- Number of applications: An increased number of aid applications will indicate improved access to federal student aid.
- Average application turnaround time: Simplifying the time it takes to complete the aid application process and reducing current inefficiencies related to manually intensive processes would improve response time to customers, thus improving customer satisfaction and service levels.
- Application rates from disadvantaged groups: Increased application rates from disadvantaged groups would indicate the success of various outreach efforts.
- Average unit cost per application: Reducing the costs per application contributes to the overall goal of reducing unit costs.

Specific targets will be identified during the initial analysis of the initiative.

## 4.0 Technology Initiative

### 4.1 Initiation Date

October 01, 2002

### 4.2 Initiative Deployment / Implementation Date

Phase 1: September 30, 2003  
Phase 2: September 30, 2004

### 4.3 Initiative Phase

☒ Under Development  
☐ Maintenance Only  
☐ Maintenance with Enhancements

### 4.4 Initiative Scope

The scope of the initiative services will include project initiation, definition, design, development, evaluation, deployment and operations maintenance. The scope of the major work products resulting from the initiative will be defined during project initiation.

### 4.5 Assumptions, Constraints, and Dependencies

1. The following lists the assumptions made about this initiative:
  - Definition in FY02 of FSA XML standard for ISIR data set.
2. The following lists the constraints that stand in the way of successful implementation of this initiative and how they will be mitigated/managed:
  - Allocation of FY03-04 funds related to this initiative. Funding included in proposed FY03-04 budget.



3. The following lists other initiatives (IT and non-IT) this initiative is dependent upon:

- Common Origination and Disbursement System: Any rework associated with the interface between the application process and the origination systems as a result of application reengineering projects.
- Consistent Answers (pre-attending/attending): CSR scripts for Consistent Answers will need to be updated to reflect changes in application process.
- National Student Loan Data System (NSLDS) Reengineering: Per NSLDS reengineering projects, reengineering may also be required to the interface between comprehensive student data and the application process.

#### 4.6 Outstanding Issues

There are no outstanding issues related to this initiative that require senior management attention.

#### 4.7 Benefits

The following describe the currently identified benefits associated with this initiative:

- Improved customer satisfaction and ease of use via on-line validations and edits
- Greater accessibility to federal aid information through integration with Consistent Answers and COD
- Reduced unit costs through streamlining existing business processes and automation
- Implementation of the ISIR block of the Common Record to enable seamless data processing across FSA's application, origination, and servicing capabilities as well as the interfaces with schools and financial partners.

#### 4.8 Crosscutting Initiative

- \_\_\_ Entire Department
- \_\_\_ Office for Civil Rights
- \_\_\_ Office of Educational Research and Improvement
- \_\_\_ Office of Elementary and Secondary Education
- \_\_\_ Office of English Language Acquisition
- \_\_\_ Office of Postsecondary Education
- \_\_\_ Office of Special Educational and Rehabilitation Services
- ☒ Federal Student Aid
- \_\_\_ Office of Vocational and Adult Education
- \_\_\_ Office of the Chief Financial Officer
- \_\_\_ Office of the Chief Information Officer
- \_\_\_ Office of the General Counsel
- \_\_\_ Office of Inspector General
- \_\_\_ Office of Intergovernmental and Interagency Affairs
- \_\_\_ Office of Legislation and Congressional Affairs
- \_\_\_ Office of Management
- \_\_\_ Office of Public Affairs
- \_\_\_ Entities outside of the Department

#### 4.9 Audit Finding

This initiative does not close an audit recommendation.

#### 4.10 Alternatives Analysis

(This Applies Only To Initiatives Under Development or Being Implemented.)

Alternatives	Description	Total Life Cycle Costs	Benefits	Drawbacks
Alternative 1 (Selected Alternative)	IAOD	Development Costs: FY2002 - \$500K FY2003 - \$5.5M FY2004 - \$5M  SIS payments: FY2004 - \$5M  Total = \$11M * Potential Share in Savings initiative may reduce overall cost to FSA	Refer to Section 4.7, Benefits	N/A
Alternative 2	Do Nothing	\$0	None	Unit cost reductions will not be realized; Customer satisfaction index will not improve; May not achieve full integration with COD
Alternative 3	Upgrade existing system (CPS)	Projected costs associated with CPS enhancements for FY2002-2007 = ~81.6M (See CPS Business Case)	Unknown	Unlikely to generate same level of savings as Alternative 1; May not achieve unit cost reductions; May not achieve full integration with origination & disbursement processes.

The Aid Application Integration (IAOD) alternative was selected as it meets the Department's goals for unit cost reductions and increased customer satisfaction. This alternative also achieves full integration with COD. This alternative also enables FSA to integrate its systems and improve service to its customers.

## 5.0 Enterprise Architecture

### 5.1 Use of COTS/GOTS

Percentage of COTS/GOTS Components:

- ☒ 0 - 25%
- ☐ 26 - 50%
- ☐ 51 - 75%
- ☐ 76 - 100%
- ☐ Not Applicable

## 5.2 Consistency with Product Support Plan

(Please refer to Appendix A to identify supported products and indicate non-supported products below)

The hardware and software identification associated with the initiative is to be determined.

## 5.3 Section 508 Compliance

(Accessibility)

1. The existing systems (refer to Section 2.3, Existing Systems) are 508 compliant. Any new hardware and software will be identified as part of the initiative. Once identified, the Assistive Technology Team will review the hardware and software that comprise the initiative for compliancy.
2. N/A
3. N/A

## 5.4 Government Paperwork Elimination Act (GPEA)

(Business Process Support and Program Delivery Systems only)

1. The electronic transactions include entry and submission of financial aid application to the Department and communication of aid eligibility to schools and students.
2. This existing solutions currently provide electronic options, however, this initiative relates specifically to the generation of student aid reports.
3. The number of respondents per transaction is approximately 12 million; the annual number of financial aid applications received by the Department. Control Number: 1845-0008

## 5.5 Information Management

(Business Process Support and Program Delivery Systems only)

1. The initiative will collect information from respondents external to the Department. The types of respondents include financial aid administrators and students.
2. Collection of information occurs throughout the entire academic year.
3. It is assumed OMB form 83-I has been completed for data collection for existing systems and the data collection has been certified as per the Paperwork Reduction Act. Any required updates as a result of this initiative will be prepared.

## 5.6 Privacy

1. This initiative will collect and maintain personally identifiable information related to the institution, however, unique identifier data elements are to be determined.
2. It is assumed a Privacy Act Notice been prepared and published in the Federal Register for existing systems. Any required updates as a result of this initiative will be recommended.

## 5.7 Security

(This question applies if the initiative meets the definition of major application or general support system as defined in OMB Circular A-130.)

**Part 1 – a.** (Please enter a date in the form of MM/DD/YYYY or N/C)

N/C

**Part 1 – b.** (Please enter a date in the form of MM/DD/YYYY or N/A)

N/A
<b>Part 1 – c.</b>
It is assumed CPS will follow Department guidelines for FY2002. Once this initiative has been implemented, future years will adhere to Department guidelines.
<b>Part 2 – a.</b> (Please enter a date in the form of MM/DD/YYYY or N/C)
N/C
<b>Part 2 – b.</b> (Please enter a date in the form of MM/DD/YYYY or N/A)
N/A
<b>Part 2 – c.</b>
It is assumed CPS will follow Department guidelines for FY2002. Once this initiative has been implemented, future years will adhere to Department guidelines.
<b>Part 3 – a.</b> (Please enter a date in the form of MM/DD/YYYY or N/C)
N/C
<b>Part 3 – b.</b> (Please enter a date in the form of MM/DD/YYYY or N/A)
N/A
<b>Part 3 – c.</b>
It is assumed CPS will follow Department guidelines for FY2002. Once this initiative has been implemented, future years will adhere to Department guidelines.
<b>Part 4 – a.</b> (Please enter a date in the form of MM/DD/YYYY or N/C)
N/C
<b>Part 4 – b.</b> (Please enter a date in the form of MM/DD/YYYY or N/A)
N/A
<b>Part 4 – c.</b>
It is assumed CPS will follow Department guidelines for FY2002. Once this initiative has been implemented, future years will adhere to Department guidelines.
<b>Part 5 – a.</b> (Please enter a date in the form of MM/DD/YYYY or N/C)
N/C
<b>Part 5 – b.</b> (Please enter a date in the form of MM/DD/YYYY or N/A)
N/A
<b>Part 5 – c.</b>
It is assumed CPS will follow Department guidelines for FY2002. Once this initiative has been implemented, future years will adhere to Department guidelines.
<b>Part 6 – a.</b> (Please enter a date in the form of MM/DD/YYYY or N/C)

N/C

**Part 6 – b.** (Please enter a date in the form of MM/DD/YYYY or N/A)

N/A

**Part 6 – c.**

It is assumed CPS will follow Department guidelines for FY2002. Once this initiative has been implemented, future years will adhere to Department guidelines.

## 6.0 Risk and Project Management

### 6.1 Risk Management

Risk Category	Risk Description	Risk Probability	Risk Impact	Management Strategy
Strategic	TBD	TBD	TBD	TBD
Organizational/Change Management	TBD	TBD	TBD	TBD
Project Resources (Financial, Personnel, etc.)	TBD	TBD	TBD	TBD
Project Management	1) Appropriate levels of sponsorship from FSA, Modernization Partner and Operational Partners; 2) Resource availability; 3) Key decisions cannot be made; 4) Scope creep	Low to Medium	High	1) FSA sponsor(s) and Modernization Partner must require full support and participation from all key stakeholders; 2) Allow time for staffing and communicate need to FSA; 3) Modernization Partner will clearly communicate decisions required as well as timeline for resolution and FSA will identify and engage external stakeholders and adhere to rapid decision making schedule; 4) FSA will focus on scope control

Business	Disruption of current financial aid application process	Low	High	Structured testing of systems and processes, to include extensive capacity planning and testing and performance testing
Data/Information	TBD	TBD	TBD	TBD
Application	TBD	TBD	TBD	TBD
Technology/Infrastructure	1) 0-25% use of COTS/GOTS components, a major source of risk as initiatives based on COTS/GOTS solutions are desirable; 2) Risks associated with custom development	Medium	Medium	1) Analysis will explore opportunities for use of additional COTS/GOTS components; 2) Leverage other existing solutions, specifically FAFSA on the Web and COD, which already perform similar functions; Look to reuse or move similar functions to this initiative.
Security	TBD	TBD	TBD	TBD
Privacy	TBD	TBD	TBD	TBD

## 6.2 Operational Performance Measures

- Following are the performance measures to be used to evaluate the initiative during operation:
  - System availability
  - Application processing time (system response time)
  - Application completion time (data entry)
  - Number of applications (load capability)
- Targets are to be established as part of the initiative. Performance testing, performed during the evaluation phase of the lifecycle, will confirm readiness for production.

## 6.3 General Acquisition Strategy

1. Single contract
2. Firm Fixed Price
3. No
4. Performance Period: Same as GSA Contract (9/7/99 – 9/30/02, with two 5 year options)
- 5.

**Ordering Agency:** US Department of Education (ED), Federal Student Aid (FSA), Union Center Plaza 830 1st Street NE, Washington, DC 20004

**Project:** Modernization Partner

**Contract Type:** Blanket Purchase Agreement (BPA) under GSA Schedule 70 Contract (GS-35F-4692G) implemented using Task Orders (FP, FP Share in Savings IF, and T&M)

**BPA #:** ED-99-DO-0002

6.-10. N/A

## **APPENDIX A**

### **Hardware**

#### **Personal Computers**

##### *Primary Support*

\_\_\_ Compaq Professional Pentium II (266 MHz or faster), minimum 64 MB of RAM, 3.0 GB of Hard Drive available for OCIO configuration

\_\_\_ Professional Dell Pentium II (266 MHz or faster), minimum 64 MB of RAM, 3.0 GB of Hard Drive available for OCIO configuration

##### *Secondary Support*

\_\_\_ As defined in OCIO non-standard workstation policy

#### **Laptops**

##### *Primary Support*

\_\_\_ Dell Pentium II (266 MHz or faster), minimum 64 MB of RAM, 3.0 GB of Hard Drive available for OCIO configuration

\_\_\_ Toshiba Pentium II (266 MHz or faster), minimum 64 MB of RAM, 3.0 GB of Hard Drive available for OCIO configuration

##### *Secondary Support*

\_\_\_ As defined in OCIO non-standard workstation policy

#### **Printers**

##### *Primary Support*

\_\_\_ HP LaserJet 5 and newer

##### *Secondary Support*

\_\_\_ HP LaserJet 4

#### **Monitors**

##### *Primary Support*

\_\_\_ 17-inch or larger, capable of 1024x768 resolution

#### **Personal Digital Assistants (PDA)**

##### *Primary Support*

\_\_\_ Blackberry RIM 957

\_\_\_ Blackberry RIM 950

##### *Secondary Support*

\_\_\_ IntelliSync

\_\_\_ Microsoft ActiveSync 3.1 or newer

### **Software**

#### **Client Operating Systems**

##### *Primary Support*

\_\_\_ Windows 2000 Professional Service Pack (SP)2

##### *Secondary Support*

\_\_\_ As defined in OCIO non-standard workstation policy

#### **Office Suites**

##### *Primary Support*

\_\_\_ Office 2000 Service Release (SR) 1A with Word 2000, Excel 2000, PowerPoint 2000, Access 2000

#### **Anti-Virus Software**

##### *Primary Support*

\_\_\_ Norton AntiVirus 2000 Corporate Edition 7.5



**Communications**

*Primary Support*

\_\_\_ Citrix ICA

*Secondary Support*

\_\_\_ Citrix Winframe

**Terminal Emulation Software**

*Primary Support*

\_\_\_ Attachmate 6.5

**Database Clients**

*Primary Support*

\_\_\_ Oracle 8.1.7 Client

\_\_\_ Microstrategy 7

**Electronic Mail Software**

*Primary Support*

\_\_\_ Outlook 2000

**Internet Browsers**

*Primary Support*

\_\_\_ Internet Explorer 5.5 SP1 (128-bit encryption)

*Secondary Support*

\_\_\_ Netscape 4.x

**Helper Plug-Ins**

*Primary Support*

\_\_\_ Adobe Acrobat Reader 5.0 and newer

\_\_\_ RealPlayer 8.0 Intranet

**Project Management Software**

*Primary Support*

\_\_\_ Microsoft Project 2000

\_\_\_ TeamMate 2000

**Web/Desktop Publishing Software**

*Secondary Support*

\_\_\_ Adobe Illustrator 7.0

\_\_\_ Adobe PageMaker 6.5 and newer

\_\_\_ Adobe Photoshop 5.0

\_\_\_ Interwoven LaunchPad

\_\_\_ Macromedia Dreamweaver 2.0 and newer

\_\_\_ Macromedia Fireworks 2.0 and newer

\_\_\_ Macromedia FreeHand 7.0

\_\_\_ Macromedia HomeSite 4.0

\_\_\_ NetViz 4.0

\_\_\_ Publisher 2000

**Groupware**

*Secondary Support*

\_\_\_ Lotus Notes Client (all versions)

## **Assistive Technology Software**

### *Primary Support*

- \_\_\_ Aladdin Genie CCTV
- \_\_\_ Dragon Systems NaturallySpeaking 4.0 and newer
- \_\_\_ Freedom Scientific JAWS for Windows 3.7
- \_\_\_ Gus Word Prediction
- \_\_\_ IBM Homepage Reader 2.5 and newer
- \_\_\_ NexCom 300 TTY modem, which requires an ISA slot
- \_\_\_ NexTalk/NTS, NXI Communications NTS 3.41 and newer
- \_\_\_ ZoomText Xtra Level 2 7.04 and newer

### *Secondary Support*

- \_\_\_ NXI Communications NexTalk for Windows
- \_\_\_ WinTalk modem

## **Principal Office-Specialized Applications**

### *Primary Support*

- \_\_\_ ARCHIBUS/FM-10
- \_\_\_ CARS
- \_\_\_ CCM Plus
- \_\_\_ CMIS
- \_\_\_ DACS
- \_\_\_ EDCAPS
- \_\_\_ EDICS
- \_\_\_ Folio Builder 4.2
- \_\_\_ Folio Views 4.2
- \_\_\_ HEATWEB 3.11
- \_\_\_ IAS
- \_\_\_ Method/1 GuideVersion 11
- \_\_\_ Monarch Professional 5.02
- \_\_\_ Ombusman Case Tracking System 2.0
- \_\_\_ Peer Review System
- \_\_\_ TRAINS

### *Secondary Support*

- \_\_\_ CMTS
- \_\_\_ DLOS
- \_\_\_ Folio Views 3.11
- \_\_\_ GAPS
- \_\_\_ GPAS
- \_\_\_ IEFARS
- \_\_\_ OCR Electronic Library
- \_\_\_ OSERS Quick
- \_\_\_ PC Travel Drop Box
- \_\_\_ PEPS
- \_\_\_ PFIE
- \_\_\_ Response Phone System
- \_\_\_ SACONS
- \_\_\_ Total Access Agent

## **Network Operating Systems and Enterprise Software**

### *Primary Support*

- \_\_\_ Cisco IOS 12.1(5) (Router)
- \_\_\_ Cisco IOS 6.1(2) and newer (Switch)
- \_\_\_ Microsoft Exchange 5.5 SP4
- \_\_\_ Microsoft SMS 2.0 SP3
- \_\_\_ Microsoft NT Server 4.0 SP6a
- \_\_\_ Microsoft Windows 2000 Server SP2

- \_\_\_ Netscape Compass Server 3.0 (SPARC)
- \_\_\_ Netscape Enterprise Server 3.51 (SPARC)
- \_\_\_ Oracle 8.1.7
- \_\_\_ Raptor Firewall with PowerVPN Version 6.5
- \_\_\_ Solaris 2.6 (SPARC)
- \_\_\_ SQL Server 7.0 SP5
- \_\_\_ SQL Server 2000 SP1
- \_\_\_ Terminal Server 4.0 SP6a
- Secondary Support*
- \_\_\_ All versions of Linux
- \_\_\_ All versions of Lotus Notes
- \_\_\_ Microsoft Internet Information Server 4.0 and newer
- \_\_\_ SQL Server 6.5